



**Rural Development**


Iowa State Office

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Date: May 19, 2014

To: Rural Housing Partners in Iowa

From:   
Shannon L. Chase  
Rural Housing Program Director, Iowa

Subject: Centralization of 502 Direct Housing Loan Program (delivery) in Iowa

To ensure the successful delivery of the Section 502 Direct Housing Loan Program in Iowa, we will be implementing a centralized intake and processing system for Direct program delivery. The demand for Direct funding has historically been strong in Iowa, and nationally. However, with reduced staffing it is critical that we evaluate the most effective way to continue delivering the Direct program in Iowa.

**It is our intent that this centralized delivery system provides for efficient, predictable, and timely loan review; and high customer service and satisfaction.**

Prior to centralization, the 502 Direct program has been delivered from our Area Offices located around the state. **EFFECTIVE MAY 19, 2014**, the following changes will be implemented for Iowa:

- **DIRECT (CENTRALIZED) CONTACT INFORMATION**

**FOR ALL NEW INQUIRIES, PRE-QUALIFICATIONS AND APPLICATIONS SUBMITTED TO THE AGENCY ON OR AFTER MAY 19<sup>TH</sup>**, all correspondence including application materials, should be directed to the centralized "Direct Delivery Unit" (DDU) for Iowa:

Email address:	<a href="mailto:DirectIA@ia.usda.gov">DirectIA@ia.usda.gov</a>
Phone:	515-284-4444
Fax number:	855-415-3562
Mailing Address:	USDA Rural Development 210 Walnut Street, Room 873 Des Moines, IA 50309

- Pre-qualifications or Applications that are submitted to an Area Office after May 19th, even if by hand-delivery, will be promptly forwarded by that office to the Direct staff at the contact information above. Therefore, we strongly encourage applicants and/or our housing partners to submit information *directly* to the mail, fax, or email address listed above, to ensure the most timely receipt of that material.

USDA is an equal opportunity provider and employer.

If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form (PDF), found online at [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at [program.intake@usda.gov](mailto:program.intake@usda.gov).

- Area Office staff will primarily focus on servicing the more than 440 Multi-Family complexes, which provide more than 9,000 rental units around the state; as well as continued delivery of the Section 504 Home Repair and Improvement Loan/Grant Program. ***Please note: Area staff will continue to process any Direct applications assigned to them prior to May 19<sup>th</sup>, so please continue to work with those staff through closing, if applicable.***
- The centralized Direct Housing staff's primary focus will be to deliver the Direct program in Iowa; and they will be responsible for processing ALL pre-qualifications and applications submitted in the state.
- **ENCRYPTION / DOCUMENT SECURITY**
  - As we strive to provide the fastest service possible, we strongly encourage the use of email and fax when submitting documents, to expedite processing timeframes.
  - Documents containing any Personally Identifying Information (PII) that are scanned and submitted to the central email address should be encrypted, or password protected. *Please send a separate email or call 515-284-4444 with the applicable password(s).*  
**NOTE:** Passwords will not be retained for future reference by Agency staff. Passwords will need to be provided each time a file needs to be unlocked by the Agency.
- **STAFF CONTACT INFORMATION**

The following staff will be responsible for Direct Loan processing in the state of Iowa:

Name	Title	Phone	Email
Shannon Chase	Housing Program Director	515-284-4493	<a href="mailto:shannon.chase@ia.usda.gov">shannon.chase@ia.usda.gov</a>
Mary Beth Juergens	State SFH Specialist (Direct Coordinator)	515-284-4487	<a href="mailto:mary.juergens@ia.usda.gov">mary.juergens@ia.usda.gov</a>
Abbey Lukehart	Direct Housing Specialist	515-284-4462	<a href="mailto:abbey.lukehart@ia.usda.gov">abbey.lukehart@ia.usda.gov</a>
Desirae Willms	Direct Housing Specialist	712-546-5149 x 123	<a href="mailto:desirae.willms@ia.usda.gov">desirae.willms@ia.usda.gov</a>
Jessica Bass	Direct Housing Specialist	515-284-4685	<a href="mailto:jessica.bass@ia.usda.gov">jessica.bass@ia.usda.gov</a>
*Whitney Baragary	Rural Housing Specialist	712-732-1851 x 131	<a href="mailto:whitney.baragary@ia.usda.gov">whitney.baragary@ia.usda.gov</a>
Jill Divelbess	Rural Housing Technician	712-243-2107 x 114	<a href="mailto:jill.divelbess@ia.usda.gov">jill.divelbess@ia.usda.gov</a>
**	(3) Direct Housing Technicians		

\* *Emphasis will be working with Spanish-speaking households*

\*\**We are currently in the process of hiring three (3) additional full-time employees, with the Direct program as their primary responsibility. Area Office Technicians will continue to assist with initial application processing until these positions are filled.*

Thank you for your interest in USDA Rural Development, and we look forward to serving the Housing needs of rural Iowans in new and effective ways!